

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



The Division of Solid Waste Services celebrated America Recycles Day 2009 with four paper shredding/recycling and clothing/household good donation drop-off events during the weekend of November 14 and 15. Over 1,100 residents participated and brought 40,900 pounds of paper for shredding and recycling and filled seven donation trucks with clothing and household goods for donation.

***MONTHLY REPORT
NOVEMBER 2009***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	Nov FY10	FY10 Total	Nov FY09	Nov FY08
Materials Recovery Facility ⁽¹⁾	6,435 tons	32,440 tons	6,412 tons	8,118 tons
Brunswick Landfill Facility ⁽²⁾	12,789 tons	76,009 tons	14,471 tons	20,282 tons
Resource Recovery Facility ⁽³⁾	41,933 tons	226,830 tons	41,053 tons	44,976 tons
Yard Trim Compost Facility	22,636 tons	36,220 tons	18,487 tons	13,717 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During November, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25 and met with contractors to discuss the study;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in November;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for November 2009 totaling \$1,161,818.80 (an increase of \$37,028.24 over November 2008);
- Updated the Aging Report (30-day arrearage was \$497.13 as of December 9, 2009);
- Reconciled November 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Presented County Stat data to CAO;
- Assisted with ongoing DSWS IT services, ERP and MC311 implementation; and
- Prepared the FY11 budget and rates.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, December 8, 2009, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – SWAC held its regular monthly meeting on Tuesday, November 3, 2009 at the Executive Office Building on the 6th Floor in the conference room. Fourteen SWAC members, six County staff, and one guest, Peter Hartwell of Covanta Energy were in attendance. The Section Chiefs of the Division of Solid Waste Services each presented SWAC members with a synopsis of the operations of their sections. The next meeting will be held on Tuesday, January 5, 2010.

COLLECTIONS

Resident Missed Collection Complaints:

November 2009	57
November 2008	87
Difference	-30

Call Center:

Calls received	6,295
E-mails received	1,104
Bulk trash requests	1,498
Scrap metal requests	1,413
Blue bin requests	882
Blue cart requests	302

Public Outreach:

- Survey Cards:

The Public Service Workers distributed 1,335 survey cards in November and received 3.5% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	81%	19%	0%	0%	0%
County Staff	83%	15%	2%	0%	0%
Recycling Crews	72%	20%	8%	0%	0%

The Call Center mailed out 104 survey cards in November and received 14.4% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	93%	7%	0%	0%	0%
County Staff	80%	20%	0%	0%	0%
Recycling Crews	59%	33%	8%	0%	0%

- Website Survey:

For the month of November, 2 residents responded to our website survey. The following chart details residents' satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	0%	50%	50%	0%	0%
County Staff	N/A	N/A	N/A	N/A	N/A
Recycling Crews	0%	0%	0%	50%	50%

Collection Section Enforcement Actions:

- Citations: One citation was issued in the month of November.
 - 48-48 (b) – Collecting or removing solid waste set out for collection at the curb without written consent. Issued to a resident at 12212 Kendal Court, Silver Spring;
- Notices of Violation: No Notices of Violation were issued for the month of November 2009.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web in November 2009:

Solid Waste Services Website	
Unique Visitors	41,720
Page Loads	117,003

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	13,367	77
HHW Announcements	4,383	81
Newsletter Helper	2,283	52
Facility Updates	1,676	45
Electronics Recycling	1,604	71
GoGreen	676	57
Total Subscriptions	23,989	383

Most Popular Web Pages

1. How do I...
2. Transfer Station
3. Holidays
4. Bulk trash
5. Recycling Center
6. Household Hazardous Waste
7. "Talkin' Trash" blog entry on recycling program expansion
8. Compost bins
9. America Recycles Day
10. Scrap Metal Recycling

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in November 2009 (tons)
Computers	38 tons
TVs	96 tons
Propane Tanks	2 tons
Textiles	11 tons
Construction Materials (Don't Dump – Donate)	3 tons
Vehicle Batteries	17 tons
Rechargeable Batteries	0 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – There were 4,644 patrons that dropped off household hazardous wastes this month.

Small Quantity Generator/ECOWISE Program – There were 8 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 1 ton of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – There were 5 patrons that received free paint. They took away 10 gallons and we solidified 50 cubic yards of paint. We shipped 13.65 tons, or 22 cubic yards of paint to Honduras this month. FYTD we have shipped 80.07 tons of paint to Honduras.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for a wide range of environmental programs and information for residents and businesses. A spike in hits to the site coincided with the GoGreen ads placed in the Gazette and on 94.7 Fresh FM. This month, the site had 210 page views, 141 unique page views.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; This month 1 ton of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of November.

TES Contract (Weather Station) – All of the instrumentation worked normally in November. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 3.83 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – DSWS celebrated America Recycles Day during the weekend of November 14 and 15 by hosting four paper shredding/recycling and clothing/household goods donations events across the county. During the course of the weekend, DSWS staff and Recycling Program Volunteers serviced a total of 1,186 vehicles at the four event sites located at Eastern Montgomery and Upcounty Regional Services Centers, John F. Kennedy H.S. in Silver Spring and Walt Whitman H.S. in Bethesda. Residents brought 39,300 pounds of paper for shredding and recycling, and 1,600 pounds of cardboard for recycling for a total of 40,900 pounds or 20.45 tons of paper for shredding and recycling. In addition, seven donation trucks from four non-profit organizations located in the county were loaded with a variety of materials donated by residents, including: furniture, lamps, tables, chairs, working electronic equipment, clothes and books. Staff also participated and gave a presentation on recycling at home to Montgomery County residents working at the International Finance Corporation of the World Bank. The fall issue of the Civic Loop newsletter was sent to all community and civic associations in mid-November, and was also posted on our website. Work on the winter issue of the Civic Loop newsletter will commence in December.

On-Site Composting and Waste Reduction Activities – In November, a total of 936 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site at the source. The educational self-mailer highlighting proper composting methods was sent to all single-family households during the last week in October and first week in November, and was also posted on our website. In addition, work continues on producing a “how-to” video and DVD on backyard composting. This brief training video will be used during DSWS-sponsored composting trainings and workshops, as well as distributed to community and civic organizations, libraries, and recycling program volunteers so they may also conduct additional composting workshops. One recycling program volunteer contributed ½ hour of time to demonstrate leaf mulching techniques to four residents.

Recycling Investigations Unit – Since the unit was established, 25,432 site visits and 2,977 formal investigations have been conducted. In November, 33 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Three citations were issued to businesses for not recycling required materials.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 578 on-site visits of businesses in November and delivered 187 recycling bins. Staff resolved three complaints, participated in 8 events reaching 700 people and responded to 43 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Through the end of November, the SORRT team had evaluated the recycling infrastructures at 162 Montgomery County Public Schools (MCPS) and facilities. The SORRT team is currently on target for completing all MCPS facility

evaluations by December 15. Work has begun on the second issue of the SORRT Network Newsletter which is scheduled to be posted and mailed in January 2010. The SORRT program will be sending annual report filing notices by mid-December. To the extent possible, these notices will be sent out via email, in order to reduce the number that must be mailed through the US mail.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 268 on-site visits to multi-family properties in November to monitor the status and progress of their recycling programs. Staff participated in 6 multi-family property educational events that reached 121 people. Staff also responded to 46 requests for information, resolved 2 resident concerns and distributed 390 multi-family recycling bins. The TRRAC team continued working with the 20 multi-family properties designated as a priority to achieve increased recycling achievement. The TRRAC team held a successful Multi-Family Recycling and Waste Reduction seminar on Thursday, November 19 at the Bethesda Marriott. The seminar provided education to 62 multi-family property representatives on how to establish and maintain effective recycling programs in compliance with the recycling regulations, and how DSWS staff can support and assist them in their efforts. The November issue of the TRRAC newsletter for property representatives was mailed to 744 multi-family property representatives, and was posted on our website. Work began on the multi-media educational campaign to educate multi-family property representatives regarding the filing requirements of the Annual Multi-Family Recycling and Waste Reduction Report.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Recycling Volunteer Activities – Forty-six volunteers contributed more than 143 hours of their time to support recycling activities in November; several volunteers participated in multiple events. Two volunteer recycling block captains provided two hours of their time to demonstrate mulching and composting of leaves and distributing recycling information to their neighbors; 40 volunteers contributed more than 110 hours of time at the Division's four America Recycles Day outreach events, eight volunteers provided 20 hours participating in the Silver Spring Annual Thanksgiving Parade; and two volunteers contributed almost 11 hours of time performing office assistance. The Recycling Volunteer Program recruited 14 new volunteers and 3 prospective volunteers in November.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues occurred in November.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 41,933 tons, or 1,398 tons per day. Trash deliveries averaged 9,908 tons per week. The month began with Unit #1 in its scheduled fall outage. The work included the routine major inspections, a boiler tube UT survey, and, as a proactive measures, the installation of 204 square feet of inconel, duct inspections and repairs, and fan and instrumentation checks. To prevent possible unscheduled down time, four overfire front air nozzle elbows were replaced, ignition roof refractory was repaired and the scrubber was replated. Annual accuracy testing of CEM analyzers was performed. The remaining anhydrous ammonia on site was consumed.

There were no OSHA recordable incidents this month; however, a September injury was reclassified as an OSHA recordable incident.

There were no generation emergencies issued by PJM during this month. There was no need to purchase power during the month.

The following environmental activities occurred:

- Submitted the October 2009 Water Supply Monthly Operating Report to MDE.
- Lead and copper re-sampling was conducted on the potable water supply using different location per MDE direction. Results do not exceed applicable levels and were sent to MDE.
- October outfall sampling was conducted. There were no exceedances.
- The triennial inorganic monitoring for metals and nitrate was submitted to MDE.
- Submitted reports to MDE on November 6, 2009 spill and cleanup.

Materials Recovery Facility (MRF) – Approximately 1,495 tons of commingled material were shipped out and approximately 4,940 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in November, 2009. Worn sections of asphalt at the glass storage bunkers were replaced with concrete. Bid awards were issued for a new scrubber/sweeper and a new double-ram baler. A small worn concrete section on the tipping floor near the infeed conveyor was replaced.

Oaks Landfill – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS continues to complete Punch List items.

Gude Landfill – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS continues to complete Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. Phase 0 work completed to date includes the Aerial Survey. Other Phase 0 work that is currently being finalized includes the Field Survey of existing site infrastructure and the Waste Delineation Study. Work initiated with respect to Phase 1 includes the review and interpretation of historical groundwater data and additional data needs for characterizing the site. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 40,422 tons of processible waste via rail from the Transfer Station to the RRF; 91 tons more than shipped in November 2008.

The inbound radiation detectors had 14 alarms – 0 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 13 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash. There was 1 false alarm.

The Public Unloading Facility radiation detectors had 10 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 21 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Citation	NOV	Verbal Warning
Lacking the Permit Required to Collect or Dispose of Solid Waste	0	1	0
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	3	0	1
Unlicensed Collection Companies	2	4	0
Operating an Unlicensed Trash Truck of an Unlicensed Company	0	2	2
Operating a Collection Vehicle without a Tight-fitting Cover	0	0	0
Unlicensed Truck of a Licensed Company	3	3	0

Site 2 Landfill Properties – Design work continues on the Site 2 ponds. Staff continues to address deer management issues, a request for proposals (RFP) was sent to vendors. DGS Leasing group is waiting for a plan from Mr. Harney to address items before a new lease is issued for the Chiswell property.

Yard Trim Compost Facility – The facility received 22,636 tons of material for composting; this compares with 18,487 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 1,834 cubic yards of bulk LeafGro™ shipped this month; compared with 3,782 cubic yards for the same period last year. There were 814 cubic yards of Linden Farm Humus sold; this compares with 15 cubic yards for the same period last year.

Bagging Operation – 7,450 bags of LeafGro™ were shipped to distributors. This compares with 12,150 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In November, no 1-cubic foot bags of LeafGro™ were sold. This compares with no bags sold during the same period last year.

In November, 300 bags of Compro™ bags were shipped to distributors. This compares with no bags shipped during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 11,075 tons of ash residue and 1,714 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 1,255 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of November.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWs	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,886
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,318
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil